



**URGENT SAFETY RECALL - PLEASE READ WITHOUT DELAY**

November 15, 2012

CERTIFIED MAIL  
RETURN RECEIPT REQUESTED

Subject: **NHTSA Safety Recall Number 12V-323 / Van Hool P698**  
Noncompliance: **Riser and floor adapter plate for driver's seat Isringhausen 6832/872 NTS**  
Affected units: **Van Hool coaches models TD925**  
VIN(s): **42616, 42617, 42618, 42619, 42620, 42621, 42622, 42623, 42624, 42625,  
42626, 42627**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Van Hool NV has decided that certain above-mentioned coaches, equipped with a driver's seat Isringhausen 6832/872 NTS, fail to conform to the requirements of FMVSS 207, "Seating Systems". The driver's seat had an in compliant riser and floor adapter plate installed during production, which may not withstand the potential forward forces experienced in a crash. In the event of a crash, there is an increased risk of injury to the driver.

The remedy is to replace the in compliant riser and floor adapter plate by the compliant, see for more details the service bulletin SB1245. Please contact ABC Bus Inc. our designated agent in the United States to schedule to have the recall performed and to ensure that parts are available.

ABC Bus Inc., 17469 West Colonial Drive, Winter Garden, FL 34787

The recall will take approximately 1.5 hours and will be performed at no charge to you. Liability of Van Hool NV and ABC Bus Inc. and subsidiaries will be limited to the taking at their charge of the cost of material and labor only, no additional reimbursement will be made.

If you believe that Van Hool NV and ABC Bus Inc. have failed to remedy the defect without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to <http://www.safercar.gov>.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of the pre-notification remedy of the problem associated with this recall.

If any additional information is needed, please feel free to contact ABC Bus Inc. at (407) 656 7977 or 1-877-427-7278 (toll free). Listen for the prompts for Warranty and select that option.

Van Hool NV and ABC Bus Inc. apologize for any inconvenience this may cause, however this action is taken in the interest of your safety and continued satisfaction with our vehicles.

OWNER'S CERTIFICATION LETTER

ABC Bus, Inc.  
17469, West Colonial Drive  
WINTERGARDEN FL 34787

USA

SFO Shuttle Bus Co.  
923 Folsom St., Suite B  
San Francisco, CA 94107

Re: NHTSA Safety Recall Program-Campaign number **12V - 323 - Driver's Seat Anchorage Assembly**

We wish to inform you that the Van Hool vehicle(s) with the last five digits of the VIN # being:

**42616, 42617, 42618, 42619, 42620, 42621, 42622, 42623, 42624, 42625, 42626, 42627**

has (have) been retrofitted in our workshop in accordance with Service Bulletin SB1245.

The above detailed work was completed on \_\_\_\_\_ (date).

Sincerely,

SFO Shuttle Bus Co.

\_\_\_\_\_  
OWNER's signature

Date: \_\_\_\_\_